

Volunteer Receptionist Assessor

What do Volunteer Receptionist Assessors do?

This role is the public face of Citizens Advice, the main link between the public and the service. As a Receptionist Assessor you would greet clients, make them feel comfortable and provide information on the service to clients, ensuring their needs are met either within Coventry Citizens Advice or signposting externally. To do this you will need to ask clients a series of questions, face to face, to assess their needs and pass them on to the correct team. You will also answer phone calls. During quieter periods you may, once trained, provide email advice.

The front door will be open for clients to drop in for a two-hour period, Monday to Friday, 10:00-12:00 (Foleshill office) and 11:00-13:00 (city centre office).

What qualities do we look for?

1. An understanding of and commitment to the work of Coventry Citizens Advice.
2. Confident and proactive.
3. Proficient in English, additional language skills beneficial.

People skills

1. Passionate and interested in helping people.
2. Able to converse with a wide variety of people.
3. Sensitive to other people's needs, able to put clients at their ease.
4. Ability to manage people well.
5. Good at building a rapport with others.
6. Committed to treating all people with respect and in a non-judgemental manner.

Technical Skills for the Role

1. Excellent telephone manner.
2. Ability to take down information accurately.
3. Good written and verbal communication skills.
4. Working knowledge of Office 365, particularly Word, Excel and Outlook and willingness to develop and learn new software systems as required.

Time commitment

The time commitment for this role is a minimum of four hours per week at the times stipulated above on at least one of the days.